AR324: Maintaining and Updating Receivables

Instructor Led Training

Lesson 1: Understanding Receivables Maintenance

Introduction

Welcome

Welcome to Cardinal Training!

This training provides employees with the skills and information necessary to use Cardinal. It is not intended to replace existing Commonwealth and/or agency policies.

By now, you have completed all pre-requisite courses for this course and discovered the different functional areas and modules included in Cardinal. In this course, we will walk you through how to maintain and update receivables in Cardinal.

Lesson 1: Understanding Receivables Maintenance

Introduction

Introduction

In the Cardinal Overview, you learned that the Accounts Receivable functional area of Cardinal contains three modules:

Customers

The Customers module stores customer and contact information for use in Billing, Accounts Receivable, and other modules.
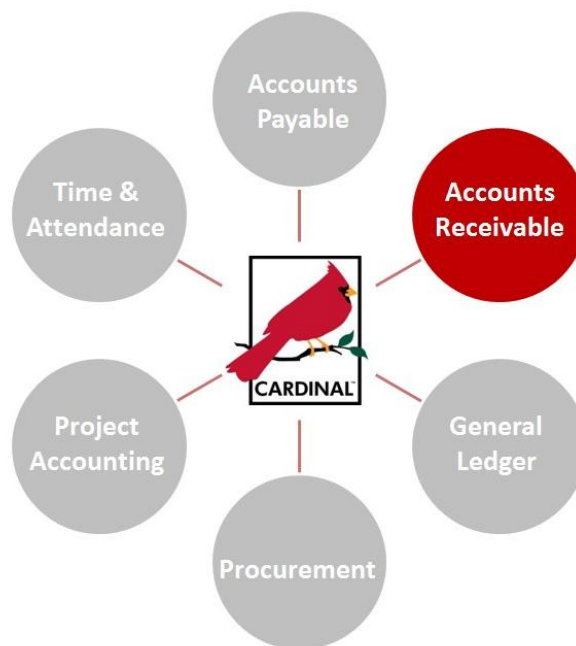
Billing

The Billing module involves creating invoices, reviewing and validating invoices, and managing billing and distribution cycles.

Accounts Receivable

The Accounts Receivable module manages the processing of payments that are due to the agency in an organized and timely manner.

Cardinal Functional Areas

Modules

Account Receivables	
Billing	
Customers	

- Accounts Payable
- Time & Attendance
- Accounts Receivable
- CARDINAL
- Project Accounting
- General Ledger
- Procurement

Lesson 1: Understanding Receivables Maintenance

Introduction

Course Objectives

After completing this course, you will be able to:

- Define basic receivables terms.
- Maintain and update receivables in Cardinal.
- Explain how receivables maintenance fits into the end-to-end process for Cardinal.
- Explain how receivables maintenance integrates with the Accounts Receivable functional area.
- List the roles involved in the receivables creation and maintenance process, and describe tasks that each role performs.
- Describe key reports, queries, and online inquiries.

Assessment questions at the end of each topic and/or lesson will check for your understanding.

Lesson 1: Understanding Receivables Maintenance

Introduction

Agenda

Today, we will cover the following lessons:

- Lesson 1: Understanding Receivables Maintenance
- Lesson 2: Maintaining and Updating Receivables
- Lesson 3: Aging and Collections
- Lesson 4: Receivables Reports, Queries, and Online Inquiries
- Lesson 5: Receivables Hands-On Practice

Lesson 1: Understanding Receivables Maintenance

Introduction

Lesson Topics

In this lesson, you will learn about the following topics.

- Key Terms
- Key Concepts
- Process and Roles
- Integration and Interfaces

Lesson 1: Understanding Receivables Maintenance

Introduction

Understanding Receivables Maintenance

The Receivables Maintenance business process helps end users to accurately maintain receivables.

Receivables Maintenance includes functions such as receivable adjustments including refunds, write-offs, debit/credit memos, non-sufficient funds and transferring receivable amounts.

Account inquiries, analytical review of aging reports, and reconciliations between system receivables and receivables at collection agencies are all activities that may identify receivables that require maintenance.

Billing adjustments are handled by the Generate Bills process. The Creating and Processing Bills course discusses billing adjustments in further detail.

Lesson 1: Understanding Receivables Maintenance

Topic 1: Key Terms

Key Terms

- **Item Entry:** Item entry consists of entering invoices, debit memos, and credit memos.
- **Customer:** In Cardinal, there are four general customer types: Government (Federal/City, County, or Town), Business, Individual, or State Agency.
- **Aging:** This process allows Accounts Receivable end users to view the length of time that a receivable has remained open.
- **Entry Type:** Includes invoices, payments, debit memos, credit memos, overdue charges and write offs.
- **Batch Processing:** Running a series of programs or "jobs" in Cardinal, without the need for user action. This will also include identifying when the batch receivable update is complete.

Lesson 1: Understanding Receivables Maintenance

Topic 1: Key Terms

Key Terms (Continued)

- **Pending Items**: Receivable items that have not yet been posted to an account in Cardinal are pending. Pending items can be entered in two ways, manually as online items, or receiving them as external items from a billing program, such as Billing.
    - **Online Pending Items**: For online pending items, you enter control information for the group and detailed information about each item. Control information is the sum dollar amount of the individual pending items that are grouped together.
    - **External Items:** Most pending items are loaded in Cardinal from the billing module. Cardinal has edits that identify errors during the posting process. Edits are identified after the Accounts Receivable Update process is run. They are then updated via the Correct Posting Errors menu in Cardinal.
- **Reason Code:** Entry Reason Codes categorize different uses for a single entry type. Use of Entry Reasons and Entry Types allow you to select different accounting strings for the same action. Multiple entry reasons can be assigned. Entry reason codes identify invoice or debit memos, credit memos, pre-payments, on-account payments, deductions, write-offs (debits and credits, remaining debit and credits, underpayments and overpayments), adjustments for underpayments and overpayments, credit refunds, creating new debits and credits, and offsetting items.

Lesson 1: Understanding Receivables Maintenance

Topic 2: Key Concepts

Key Concepts

Some key concepts in Accounts Receivables Maintenance include:

- If a customer submits a payment in excess of the billed amount, the credit posts to the customer's account. Users can identify credits by individual customer.

- Users can track processed refunds by customer. Users can also view and track refunds by a dedicated Entry Type (ex. debit memos, credit memos, overdue charges and write offs).

- Action codes will be used to indicate where and when an item was sent to collections (TAX, OAG, or outside collection agencies).

- Users enter a collection status code, follow up action, or action code to describe the disposition of the item.

- Cardinal issues standardized dunning letters daily instead of monthly.

- An interface with Taxation allows Cardinal to send and receive information, about past due receivables. Items are not submitted to Taxation manually.
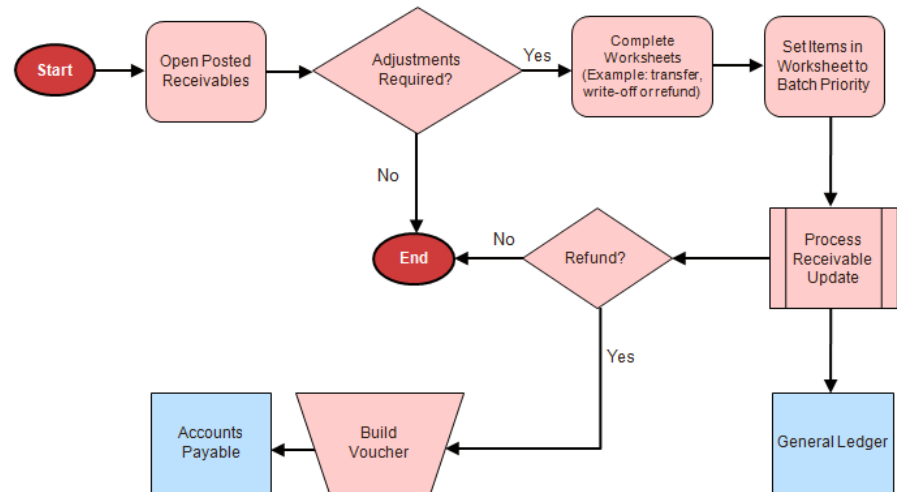
Lesson 1: Understanding Receivables Maintenance

Topic 3: Process and Roles
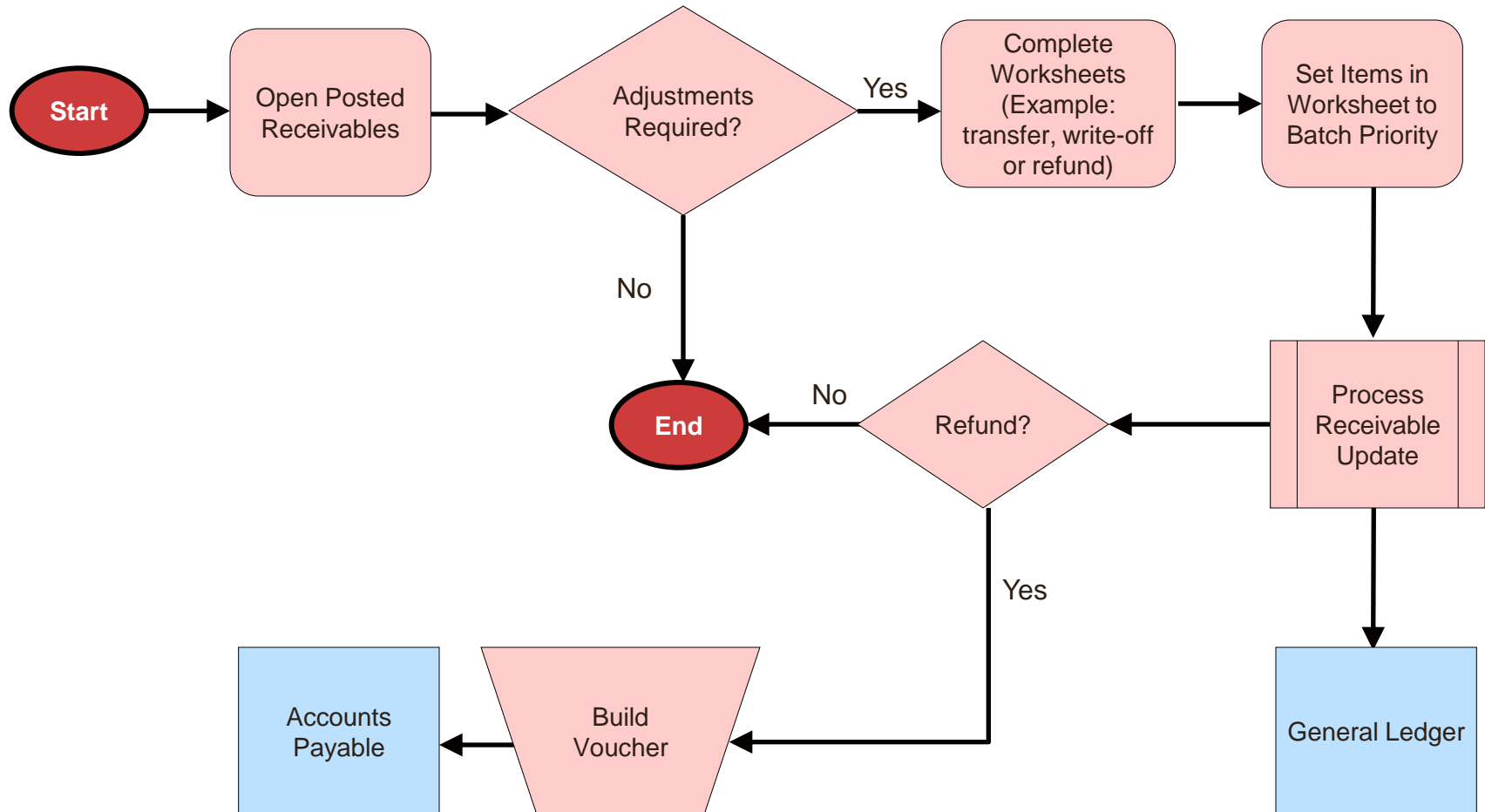
Receivables Process

The Receivables business process involves creating a receivable, maintaining and updating receivables, account aging, collection, and exception management. Receivables can be entered manually online, but most receivables are created during the bill entry process.

Lesson 1: Understanding Receivables Maintenance

Topic 3: Process and Roles

Lesson 1: Understanding Receivables Maintenance

Topic 3: Process and Roles

Key Roles

| Module	Role Name	Functional Description
Accounts Receivable	Accounts Receivable Fiscal Manager	This role has access to perform all Accounts Receivable and Billing functions. In addition, this role has access to: • Makes adjustments and corrections
Accounts Receivable	Accounts Receivable Specialist	This is the basic Accounts Receivable role. This role has access to: • Review item information • Perform item maintenance (adjust and transfer) • Update customer information
Accounts Receivable	Accounts Receivable Supervisor	This role has access to everything the Accounts Receivable Specialist role has. In addition, this role has access to: • Approve adjustments
Accounts Receivable	Collections Specialist	This role has access to: • Aging and dunning functionality and interfaces with Taxation • Pages with secure information • Update customer information

Lesson 1: Understanding Receivables Maintenance

Topic 4: Integration and Interfaces

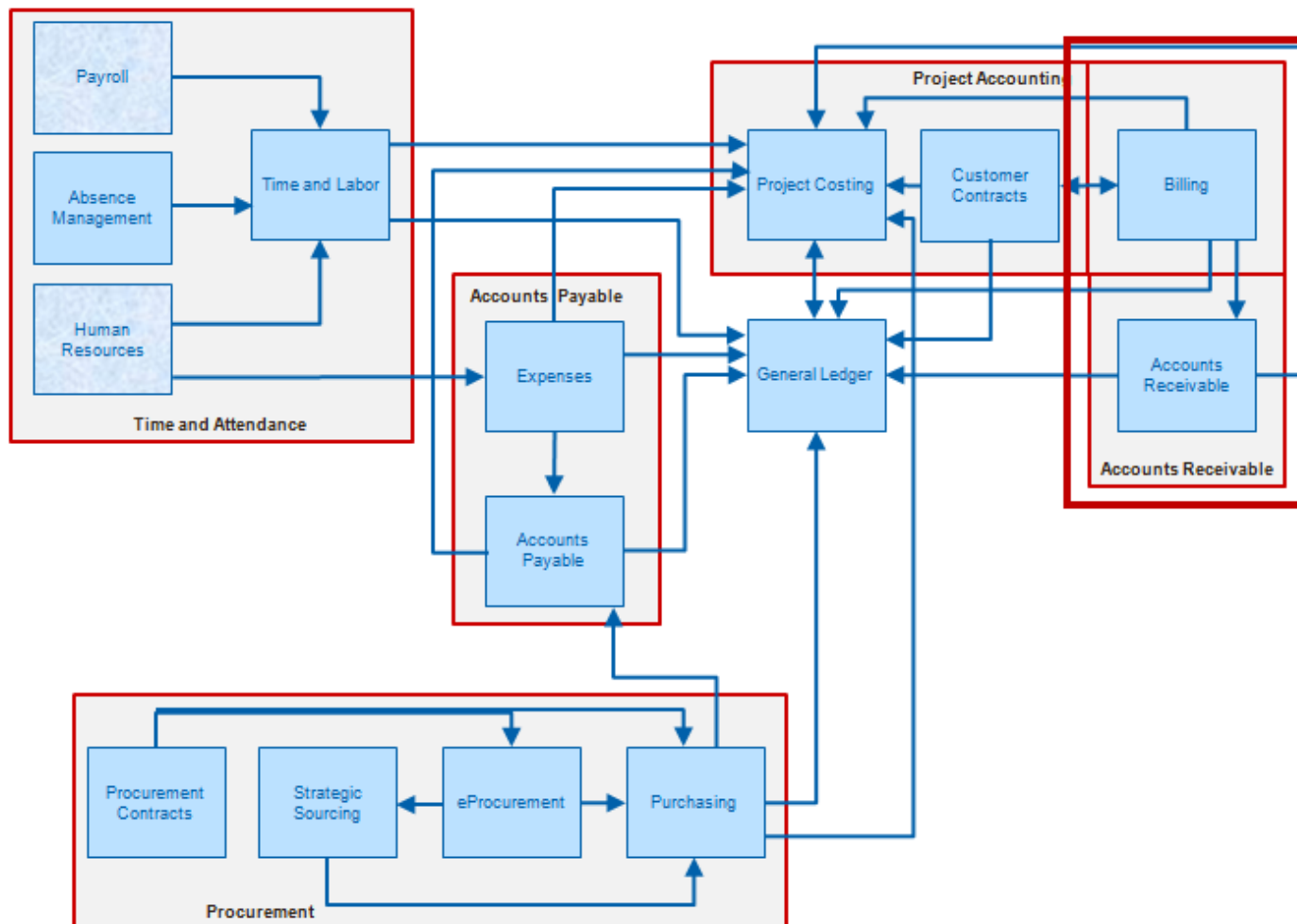### Integration and Interfaces with Billing and Accounts Receivable

The Accounts Receivable module interacts with the other Cardinal modules.
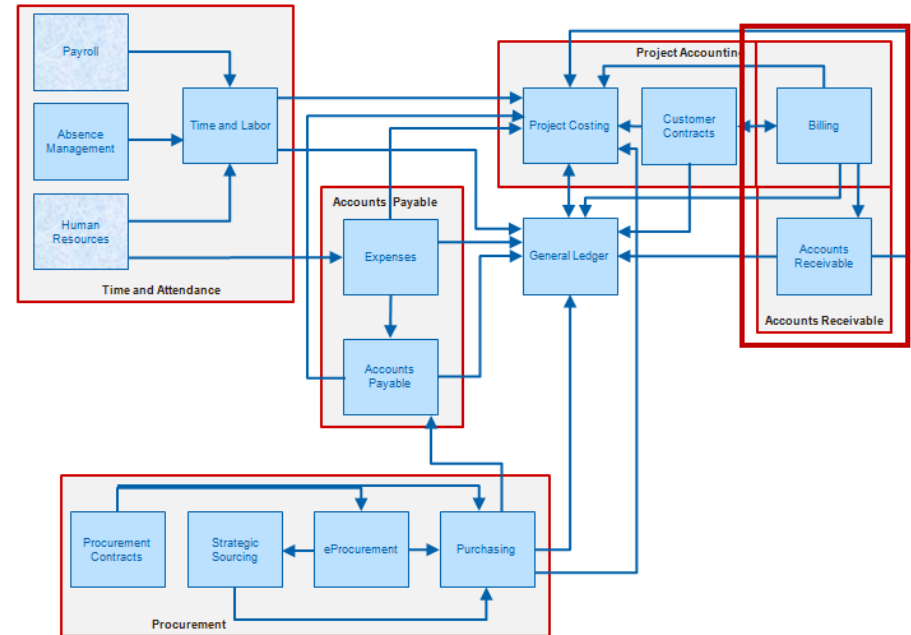
Lesson 1: Understanding Receivables Maintenance

Topic 4: Integration and Interfaces

Lesson 1: Understanding Receivables Maintenance

Topic 4: Integration and Interfaces

Interface with Taxation

An interface with Taxation allows Cardinal to send and receive information on past due receivables. Past due items can be triggered manually in Cardinal. This means that when an item becomes past due, a past due notice is automatically sent to the customer.
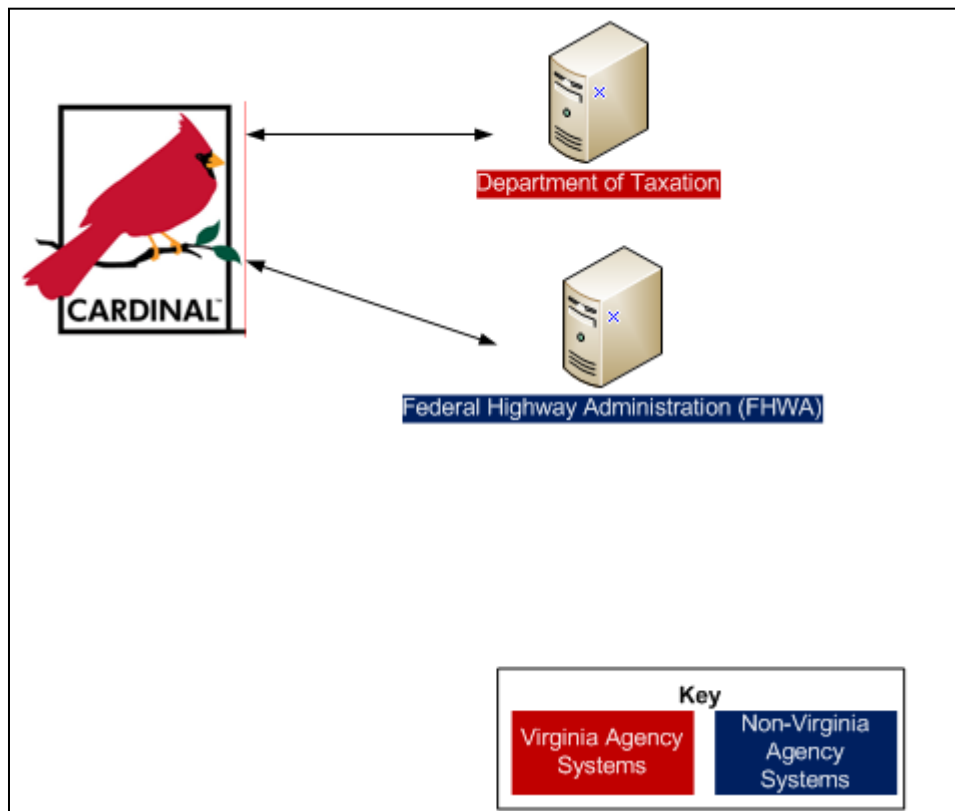
Lesson 1: Understanding Receivables Maintenance

Lesson Checkpoint

Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.

Terms	Roles
1pt	1pt
2pts	2pts
3pts	3pts

Lesson 1: Understanding Receivables Maintenance

Lesson Summary

Lesson Summary

In this lesson, you learned how to:

- Recognize key terms in the receivables process and explain their meaning
- Discuss key concepts in the receivables process
- Discuss the ways that the receivables process integrates with other modules in Cardinal and interfaces with external systems

Lesson 2: Maintaining and Updating Receivable

Introduction

Lesson Objectives

After completing this lesson, you will be able to:

- Explain the process for receiving an item inquiry.
- Explain the process and steps involved with maintaining and updating a receivable.
- Describe the different types of common maintenance actions.
- Maintain and update a receivable in Cardinal.

Lesson 2: Maintaining and Updating Receivable

Introduction

Lesson Topics

In this lesson, you will learn about the following topics:

- Receiving Item Inquiry
- Complete Worksheets
- Receivable Updates

Lesson 2: Maintaining and Updating Receivables

Topic 1: Receiving Item Inquiry

Receiving Item Inquiry

Item Inquiries come in many forms (email, phone, etc.) and from various sources. Inquiries are received from customers, staff, collection agencies or the Attorney General's Office.

In some cases, users may identify inquiry items when reviewing reports or performing reconciliations.

When reviewing reports, users should look for inaccurate accounting information, unresolved credit items, old receivables, uncollectible receivables, etc.

Note that item maintenance is not always the result of an inquiry and can be triggered internally by the agency.

Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Adjusting Receivables

A maintenance worksheet is a workspace for offsetting items, write-offs, or adjustments to clean up posted items.

You can use maintenance worksheets to refund an item with a credit balance or to create a new refund item for a credit remaining from maintenance tasks.

In Cardinal, receivables maintenance items can be credit or debit memos, invoices, adjustments, on-account payments, or prepayments. Maintenance worksheets enable you to offset debits and credits.

This can be done using the **Worksheet Application** page to select items to match, create write-off and adjustment items, or create refund items.

When selecting a worksheet, you can specify a **Customer Criteria**, **Reference Criteria**, or a combination of customer and reference criteria. You can select a range of item IDs and a single customer ID as your search criteria. You can also select all items for a customer without narrowing your search to the selected item IDs

You can use this worksheet for both Write-offs and refunds.

Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Maintenance Worksheet > Create Worksheet

Worksheet Selection | Worksheet Matches

Unit: 50100   Worksheet ID: 131

Customer Criteria

*Customer Criteria:
Customer Items

Customer Reference   Find | View All First ◄ 1 of 1 ► Last

Cust ID: 0000000007   Business Unit: 50100   [+] [-]
Name: A State Customer
Remit SetID: 50100   Remit From ID: 0000000007
Corporate SetID: 50100   Corporate ID: 0000000007
Rate Type: CRRNT   Acctg Date: 02/02/2011
MICR ID: Link MICR

Reference Criteria

*Reference Criteria:
None

*Restrict to:
All Customers

*Match Rule:
Exact Match

Anchor BU:

Item Reference   Customize | Find | View All First ◄ 1 of 1 ► Last

Qual Code   Reference   To Reference   [+] [-]

Item Inclusion Options

◉ All Items   ◯ Deduction Items Only   ◯ Items in Dispute Only
☐ Exclude Deduction Items   ☐ Exclude Collection Items   ☐ Exclude Dispute Items

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Topic 2: Adjusting Receivables

Adjusting Receivables (Continued)

A transfer selection worksheet is used to transfer an expected bad debt or an open item from one customer to another. You can access any open items that have been posted.

Cardinal enables you to create a new transfer worksheet to transfer expected bad debt or open items. You can also modify an existing item by adding or changing items. For example, you would modify an existing worksheet if information was entered incorrectly during its creation, such as selecting the incorrect open item for transfer.

You can enter general or specific customer and item criteria depending on the information you need.

Topic 2: Adjusting Receivables

Favorites | Main Menu > Accounts Receivable > Receivables Maintenance > Transfer Worksheet > Create Worksheet

Transfer Selection

Unit: 50100   Transfer ID: 29

Customer Options

*Customer Criteria:
Customer Items

Customer Reference   Find | View All First 1 of 1 Last

Cust ID: ARCUSTOMER   Business Unit: 50100

Name: John Rolfe

Remit SetID: 50100   Remit From: ARCUSTOMER

Corporate SetID: 50100   Corporate: ARCUSTOMER

Reference Options

*Reference Criteria:
None

*Restrict to:
All Customers

*Match Rule:
Exact Match

Reference Information   Customize | Find | View All | First 1 of 1 Last

Qual Code	Reference	Range for Reference Value	

Item Inclusion Options

◉ All Items   ◯ Deduction Items Only   ◯ Items in Dispute Only

☐ Exclude Deduction Items   ☐ Exclude Collection Items   ☐ Exclude Dispute Items

Worksheet Action

[Build]   [Clear]   Created Date/Time: 01/12/11 2:37PM   Items: 1

Topic 2: Adjusting Receivables

Adjusting Receivables (Continued)

Cardinal also enables you to create online accounting entries for maintenance worksheet transactions.

You can review entries on the **Accounting Entries** panel before they are processed   The only accounting entries you can edit on a worksheet are those that are user-defined for write-offs (the items for which the worksheet was created).

Receivable managers select an **Action** for the worksheet. The manager must approve the entries before they can be processed.

Lesson 2: Maintaining and Updating Receivables

Topic 2: Adjusting Receivables

Lesson 2: Maintaining and Updating Receivables

Lesson Simulation

Simulation

You are now about to view a simulation on adjusting receivables (credit memos) in Cardinal.

Lesson 2: Maintaining and Updating Receivables

Lesson Summary

Lesson Summary

In this lesson, you learned how to.

- Explain the process for receiving an item inquiry.
- Explain the process and steps involved with maintaining and updating a receivable.
- Describe the different types of common maintenance actions.
- Maintain and update a receivable in Cardinal.

Lesson 3: Aging and Collections Process

Introduction

Lesson Objectives

Upon completion of this lesson, you will be able to:

- Explain the process and steps involved with the collection and aging process in Cardinal
- Run customer statements and past due notices
- Analyze customer accounts and view outstanding items and payments in Cardinal

Lesson 3: Aging and Collections Process

Introduction

In this lesson, you will learn about the aging and collections process in Cardinal. The Process Collections enables Cardinal to age receivables and move them through required follow-up steps.

Aging is the first step of processing collections. Aging involves grouping receivables into past due categories. These categories include current receivables and various past due categories such as one to thirty days past due and thirty-one to sixty days past due.
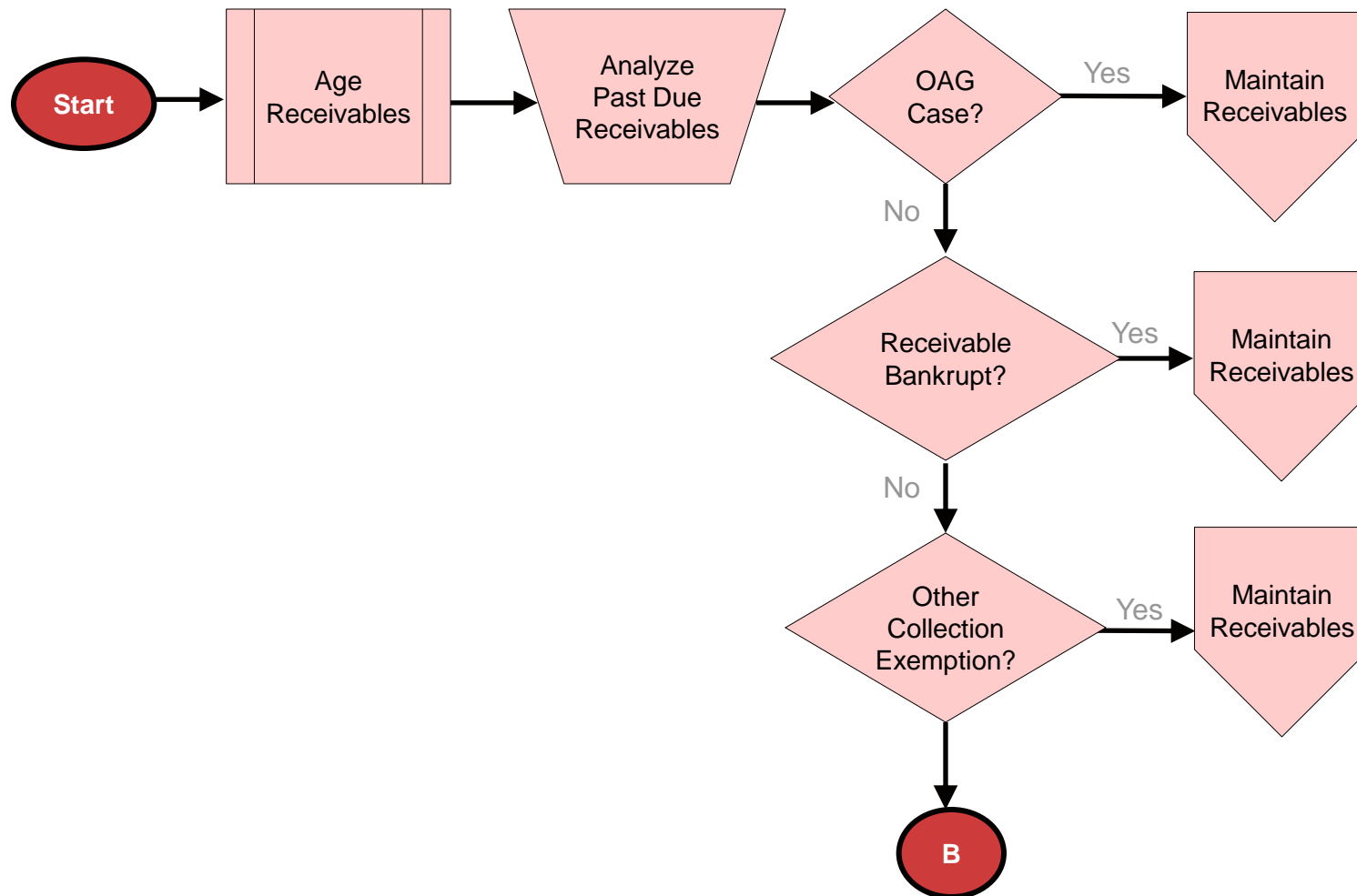
Introduction

Lesson 3: Aging and Collections Process

Introduction

B → Receivable Project Related? — Yes → Project Accounting

Receivable Project Related? — No ↓

Non – Project Receivable 1 to 30 Days Past Due? — Yes → Process 1st Past Due Notice → Distribute to Customer → **End**

Non – Project Receivable 1 to 30 Days Past Due? — No ↓ **c**

C → Non-Project Receivable between 31 and 59 Days Past Due? — Yes → Report to Debt Setoff → Process Next Past Due Notices → Distribute to Customer

Non-Project Receivable between 31 and 59 Days Past Due? — No ↓ **D**
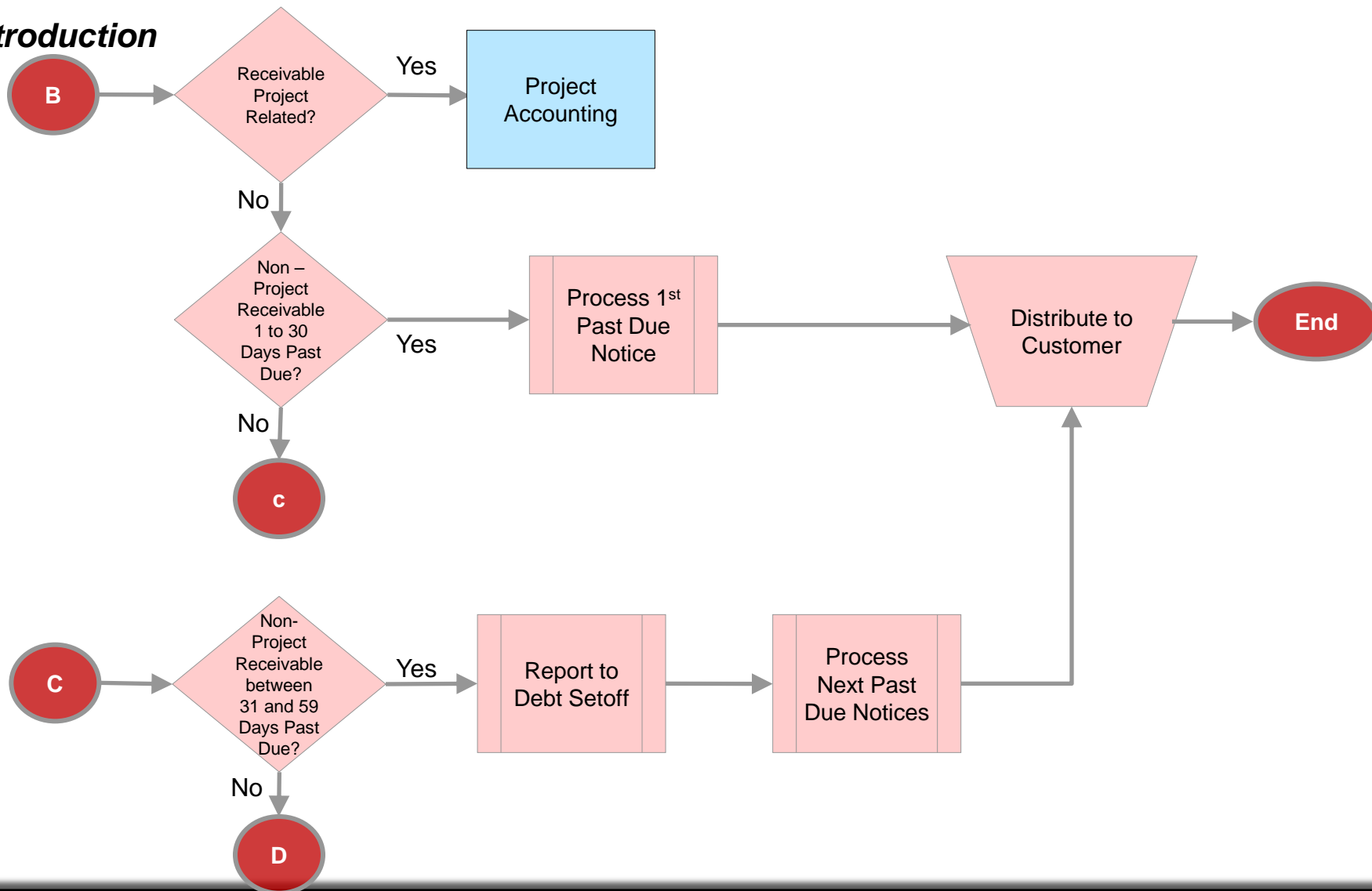
Lesson 3: Aging and Collections Process
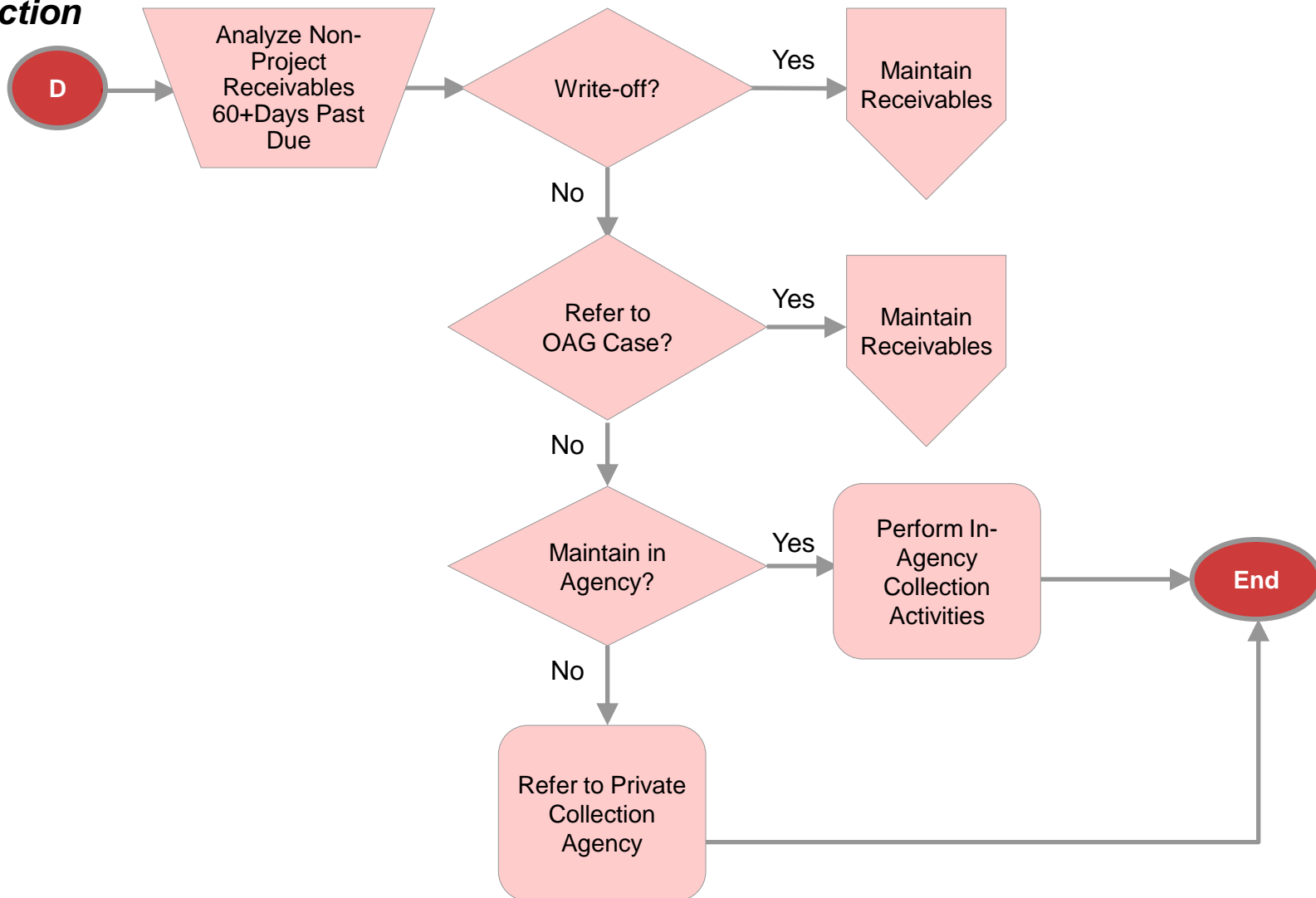
Introduction

Lesson 3: Aging and Collections Process

Introduction

Lesson Topics

In this lesson, you will learn about the following topics:

- Aging Summary Report
- Processing Customer Statements
- Past Due Notices

Lesson 3: Aging and Collections Process

Topic 1: Aging Summary Report

Aging Summary Report

The Aging process runs nightly, processes items, and automatically reports them across business units specified on the aging request process.

The Aging Summary Report provides aging information that appears on various inquiry pages. Management and collection departments can use this report to identify delinquent accounts.

Use the **Aging Summary by Unit** report page to see aged open balances for every customer in a business unit.

You can navigate to this page through the following path:

Main Menu > Accounts Receivable > Receivable Analysis > Aging > Aging Summary by Unit Rpt

Favorites | Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt

Aging Summary By Unit

Run Control ID: 01AR0503   Report Manager   Process Monitor   [Run]

Language: English ▼

Report Request Parameters

As of Date: 07/12/2011
SetID: 50100   VA Dept of Transportation
Aging ID:
Amount Type: Base Curr ▼
Rate Type:
*Display Option: Include All ▼

System Activity   Customize | Find | View All | First 1 of 1 Last

*Business Unit	Description		
50100	VA Dept of Transportation	+	−

[Save] [Return to Search] [Previous in List] [Next in List] [Notify]   [Add] [Update/Display]

Lesson 3: Aging and Collections Process

Topic 1: Aging Summary Report

Favorites | Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt

Aging Summary By Unit

Run Control ID: 01AR0503   Report Manager   Process Monitor   Run

Language: English ▼

Report Request Parameters

As of Date: 07/12/2011 📅

SetID: 50100 🔍   VA Dept of Transportation

Aging ID: 🔍

Amount Type: Base Curr ▼

Rate Type: 🔍

*Display Option: Include All ▼

System Activity   Customize | Find | View All | 🔲 | 📅 First ◀ 1 of 1 ▶ Last

*Business Unit	Description		
50100 🔍	VA Dept of Transportation	➕	➖

💾 Save   🔍 Return to Search   ⬆ Previous in List   ⬇ Next in List   ✉ Notify   ➕ Add   📄 Update/Display

Lesson 3: Aging and Collections Process

Topic 1: Aging Summary Report

Analyze Past Due Receivables

Age Receivables describes open receivable items by category: current, 1 to 30 days past due, and 31 to 60 days past due.

You can analyze past due receivables to determine the appropriate collection action based on policies derived from the Code of Virginia, the Appropriations Act, the Department of Accounts, and the Office of the Attorney General.

Some customers may be exempt from collection activities for various reasons, such as disputes and military service. Disputed items can be put on hold until the dispute is resolved. Collection activities can be put on hold for customers placed on active military duty.

Topic 2: Processing Customer Statements

Processing Customer Statements

The Process Customer Statements batch can be run when customer statements are needed.

You can navigate to the **Create Customer Statements** Page through the following path:

Main Menu > Accounts Receivable > Customer Interactions > Statements > Create Customer Statements

Lesson 3: Aging and Collections Process

Topic 2: Processing Customer Statements

Lesson 3: Aging and Collections Process

Topic 3: Past Due Notices

Past Due/ Dunning Notices

Past Due/ Dunning Notices generate correspondence to customers at three different intervals:

- 30 or less past due
- 31 to 59 days past due
- 60+ days past due.

The dunning process runs for non-project receivables that are 1-30 days past due. As receivables age, dunning letters generated by Cardinal become increasingly severe.

Lesson 3: Aging and Collections Process

Topic 3: Past Due Notices

Past Due/ Dunning Notices (Continued)

If a non-project receivable is 60+ days past due and is not written off or sent to the Office of Attorney General, collection activities are initiated in tandem with the distribution of dunning notices.

- When collection activities are in-house, activities include sending statements of account, follow-up letters, telephone calls, and placing a customer account on hold.
- When collection activities are not performed in-house, the past due receivables are sent to a private collection agency. This is recorded on the receivable as an action on the Action page.

Lesson 3: Aging and Collections Process

Topic 3: Past Due Notices

Debt Setoff

The Debt Setoff process creates a custom extract of non-project customer and past due receivable data and submits to Taxation for Debt Setoff.

Taxation compares the non-project customer Social Security or Employer Identification Number to those of payees receiving payments for any state agency. If a match is found, the payment is intercepted and used to offset the past due debt.

Non-project receivables between 31-59 days are included in the Debt Setoff process.

Topic 3: Past Due Notices

Office of Attorney General (OAG) and Other Collection Agencies

If a non-project receivable is 60+ days past due and is manually sent to OAG (or another collection agency), an additional row is manually entered into the Action Table in Cardinal.

This row documents the details and records the history of the collection.

Lesson 3: Aging and Collections Process

Lesson Simulation

Simulation

You are now about to view a simulation on processing and printing customer statements in Cardinal.

Lesson 3: Aging and Collections Process

Lesson Checkpoint

Lesson Checkpoint

Now is your opportunity to check your understanding of the course material.

Fill in the blanks for the following statements.

1) Collection notices for non-project receivables begin after _____ days past due.
2) The _____ batch process gathers customer and item data for the production of customer statements
3) Aging involves grouping receivables into categories; these categories include _____ and _____.
4) Collections activities can be performed _____, _____, _____, or _____.
5) The _____ allows you to see aged open balances for every customer in a business unit.

Lesson 3: Aging and Collections Process

Lesson Summary

Lesson Summary

In this lesson, you learned :

- The Cardinal Collections process ages receivables and moves them through required follow-up actions (i.e. distribution of past due notices).
- The Aging process updates summary aging information that appears on various inquiry pages, such as Collections Workbench (overall view of customers' balances) and Customer Aging (aging summary of a receivable).
- The Customer Statement report provides details customer account information that supports bills.
- If a non-project receivable is 60+ days past due and is not written off or sent to the OAG's office, collection activities are initiated.

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Introduction

Lesson Objectives

Upon completion of this lesson, you will be able to:

- Describe the key Receivables reports, queries, and online inquiries.

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Introduction

Lesson Topics

In this lesson, you will learn about the following topics:

- Receivables Reports
- Receivables Queries
- Receivables Online Inquiries

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Reports

There are numerous Receivables reports available. Key receivables reports include:

- Item Detail
- Aging Summary By Business Unit
- Open Item Statement
- All Levels Dunning Letter
- Items Eligible for Collections

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Item Detail Report

This report shows item detail by line item: i.e., accounting date, entry type, description, terms, due date, and amount.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Pending Items > Reports > Item Detail

ORACLE	Report ID:	AR11003		PeopleSoft Receivables		Page No.	1
				Item Detail		Run Date	7/12/2011
						Run Time	2:32:19PM

1700 SW Castle Blvd.

Fairytale, CA 12345

Attention:

Item ID: EMS-000003

Line Item	Accounting Date	Entry Type	Description	Terms	Due Date	Amount
0	2/2/2011	DR	DebitMemo	NET30	3/4/2011	262.50

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Aging Summary By Business Unit

This report lists aged open balances for every customer. If no rate type is provided, the base item amounts are included in the customer balances.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Receivables Analysis > Aging > Aging Summary by Unit Rpt > Aging Summary by Unit

```
Report ID:  AR30004
Aging Id:   STATE/STND
Currency    Base Currency
Rate Type:  CRRNT
Business Unit:  50100

Cust ID           Name                          Cur     Amount
----------        ----------------------------  ---     ----------------
50100             VA Dept of Transportation

0000000001        Martha Javid                  USD           6,270.07
0000000003        Mark Javid                    USD          67,006.42
0000000004        State Customer                USD        3,062,287.74
0000000005        Federal Customer              USD       10,718,861.36
0000000006        Mulitple addresses            USD           1,480.00
0000000007        A State Customer              USD          15,062.37
0000000010        October Customer              USD          35,651.00
0000000011        Martha Javid                  USD        7,513,130.56
0000000013        Dunn' Kin Doughnuts           USD             285.00
0000000014        Martha Javid                  USD             -32.00
0000000018        Martha Javid                  USD         -10,000.00
```

Topic 1: Reports

```
Report ID:  AR30004                        PeopleSoft Receivables                        Page No.  1
Aging Id:   STATE/STND               AGING SUMMARY BY BUSINESS UNIT                       Run Date 07/27/2011
Currency    Base Currency                 as of 27-JUL-2011                               Run Time 14:17:50
Rate Type:  CRRNT
Business Unit: 50100


Cust ID          Name                   Cur   Amount            Current           P 1-30            P 31-60           P 61-90           P 91-120          P 121-180
----------       ----------------------- ---   ---------------   ---------------   ---------------   ---------------   ---------------   ---------------   ---------------
50100            VA Dept of Transportation

0000000001       Martha Javid           USD        6,270.07                                                                            2,833.34          3,436.73
0000000003       Mark Javid             USD       67,006.42                                                                           88,635.79        -21,629.37
0000000004       State Customer         USD    3,062,287.74                                                                          12,000.00      3,050,287.74
0000000005       Federal Customer       USD   10,718,861.36                                                                             100.00     10,718,761.36
0000000006       Mulitple addresses     USD        1,480.00                                                                                           1,480.00
0000000007       A State Customer       USD       15,062.37                                                                           1,001.00         14,061.37
0000000010       October Customer       USD       35,651.00                                                                           1,001.00         34,650.00
0000000011       Martha Javid           USD    7,513,130.56                                                                          11,851.00      7,501,279.56
0000000013       Dunn' Kin Doughnuts    USD          285.00                                                                             285.00
0000000014       Martha Javid           USD          -32.00                                                                             -32.00
0000000018       Martha Javid           USD      -10,000.00                                                                         -10,000.00
0000000020       John Doe 1             USD
0000000021       John Doe 2             USD
0000000022       John Doe 3             USD
0000000023       John Doe 4             USD
0000000024       John Doe 5             USD
0000000025       John Doe 6             USD
0000000026       John Doe 7             USD
0000000027       John Doe 8             USD
0000000028       John Doe 9             USD
0000000029       John Doe 10            USD
0000000030       John Doe 11            USD
0000000031       John Doe 12            USD
0000000032       John Doe 13            USD
0000000033       John Doe 14            USD
0000000034       John Doe 15            USD
0000000035       John Doe 16            USD
0000000036       John Doe 17            USD
```

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Open Item Statement

This report is a customer statement model that you can modify as necessary. It lists all open items for the customer, the total amount open, and an aging of open items.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Customer Interactions > Statements > Print Statements

ORACLE   **STATEMENT**

Statement Number:	10	
Statement Date:	12/31/2010	
Account Number:	ARCUSTOMER	
Send payment to:	919 East Main Street	
	Richmond, VA 23219	United States

John Rolfe
John Rolfe Test Lane
Richmond
VA
23220   United States

Due Date	Item ID and Line	Entry Type	Amount Due	Item Activity	PO	Document:	Payment	Discount

Account: John R ARCUSTOMER 50100

01.Jan.2011	BALANCEFORWARD	Invoice	175.23
	Total for John R		175.23
	Total for 50100		175.23
	Statement Total USD		175.23

	Future	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items	1					1
Amount	175.23					175.23 USD

We appreciate your business. If you have questions about your account, please call Richard Hairston 804-786-2408

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

ORACLE

STATEMENT

Statement Number:	10
Statement Date:	12/31/2010
Account Number:	ARCUSTOMER
Send payment to:	919 East Main Street
	Richmond, VA 23219

United States

John Rolfe
John Rolfe Test Lane
Richmond
VA
23220

United States

Due Date	Item ID and Line	Entry Type	Amount Due	Item Activity	PO	Document:	Payment	Discount
Account: John R ARCUSTOMER 50100								
01.Jan.2011	BALANCEFORWARD	Invoice	175.23					
	Total for John R		175.23					
	Total for 50100		175.23					
	Statement Total USD		175.23					

	Future	0 - 30	31 - 60	61 - 90	Over 90	Total
No. of Items	1					1
Amount	175.23					175.23 USD

We appreciate your business. If you have questions about your account, please call Richard Hairston 804-786-2408

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

All Levels Dunning Letter

This report is a dunning letter model that contains all past due items regardless of their age. The text that prints before the open items depends on your specification on the Dunning Letter – Parameters page.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Customer Interactions > Dunning Letters > Print Letter

Topic 1: Reports

5/12/2011

Martha Javid
532 Popkins
Richmond, Virginia 23230

Dear Valued Customer

This is to inform you that the items listed below are past due. Please remit payment within the next ten days to avoid penalty.

Business Unit   50100   Customer   0000000001   Martha Javid

Sequence	Item	Line	Entry Type/Reason		Balance	Overdue Charges	Due Date	Accounting Date	Days Late
1	CREDIT ITEM	0	CR	CAL01	-50.00 USD		0.00 4/15/2011	3/16/2011	27
1	ITEM 2	0	IN	CAL01	100.00 USD		0.00 4/15/2011	3/16/2011	27
					50.00 USD		0.00		
					50.00 USD				

Please remit payment to me immediately

919 East Main Street
Richmond, VA 23219

Please feel free to call if you have any questions regarding your account.

Sincerely,

Wanda Jackson

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Items Eligible for Collections

This report shows all AR items that are eligible for but not yet in collection status. Any open item that is past due and is not in collection status will be listed on this report.

You can navigate to this report through the following path:

Main Menu > Accounts Receivable > Receivables Analysis> Receivables Reports> Items Eligible for Collections

```
                              Commonwealth of Virginia
                           ITEMS ELIGIBLE FOR COLLECTIONS
                                                              Run Date: 07/26/2011
Report ID: RAR007                                             Run Time: 10:49 00

                                                              Page No. 1  of 1
Business Unit:       50100
Aging Category:      05
Dunning Letter Number:  All
Bill Type:           STA
With Tax:            Y

                                                                        Days              Actn
Customer ID     Item                  Name      Dept   Contract        Project ID            Balance Amount   Late   Due Date   Code


SUMMARY

Department        Number of Items                    Amount

 TOTAL AMOUNT:  $              0.00    TOTAL COUNT: 0
```

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Other Reports

- **AR01002 Entry Type/Entry Reason:** Provides a list of valid entry information as of a specified effective date.
- **AR20005 Receivable Activity Report:** Lists each receivable with an associated write-off.
- **AR20006 1099-C Form for Cancelled Debt:** Summarizes how much debt has been cancelled, i.e. written-off, and all collection attempts completed without success.
- **AR30003 Aging Detail by Business Unit:** Lists aged open balances for every item listed.
- **AR32001 Balance Forward Statement:** Provides a customer statement model that can be modified as necessary. It lists new items and payments in the current period, balance forward amount or ending amount from the previous statement, and the ending balance for the current statement period.

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Other Reports (Continued)

- **AR33001 Level 1 Dunning Letter:** A dunning letter model that includes the attachment which can be modified. This letter includes only items in the age range for dunning level one.
- **AR33002 Level 2 Dunning Letter:** A dunning letter model that can be modified as necessary. This letter includes only items in age range for dunning level two.
- **AR33003 Level 3 Dunning Letter:** A dunning letter model that can be modified as necessary. This letter includes only items in the age range for dunning level three.
- **AR33005 Dunning Letter Control Report:** This report lists the dunning letters that were printed from all dunning runs.
- **AR33006 Dunning Letter Preview Report:** This report provides a preview of dunning letters that will print.

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 1: Reports

Other Reports (Continued)

- **AR60001 Unit Activity:** Shows a summarized picture of system activity and presents the information in different ways depending on the sort options you select.
- **AR60003P Item Activities by Entry Type/Reason:** Provides a picture of business unit activity for a selected date range summarized by entry type and reason.
- **AR50001 Accounting Entries Report:** Lists detailed accounting entry information by accounting date. It also lists accounting line information at either a detail or summary level.
- **RAR08 DOA Quarterly Report:** Provides the Department of Accounts with a snapshot of all outstanding receivables by type for the quarter.
- **RAR14 ARGLRECN (Accounts Receivable):** Indicates Accounts Receivable item entries that are posted in AR but not sent to GL and AR item entries posted in AR and sent to GL but not posted in GL.

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Topic 2: Queries

Receivables Queries

- **RAR02 Collection Activity Tracking:** This query shows a listing of customers with receivable items assigned to a collection activity.

V_AR_COLLECTN_TRK - Collection Activity Tracking

Business Unit: 50100
Customer: 0000000003
Due Date From: 07/01/2010
Due Date To: 07/26/2011
Action Code: TAX

View Results

Download results in : Excel SpreadSheet   CSV Text File   XML File   (1 kb)

View All   First ◀ 1-6 of 6 ▶ Last

	Customer	Item Number	Amount Past Due	Action Code	Action Date	Due Date	Past Due Days
1	0000000003	FUEL000018	51575.00	TAX	07/08/2011	04/23/2011	94
2	0000000003	FUEL000019	51575.00	TAX	07/08/2011	04/24/2011	93
3	0000000003	FUEL000021	90000.00	TAX	07/08/2011	04/28/2011	89
4	0000000003	FUEL000062	50000.00	TAX	07/08/2011	06/04/2011	52
5	0000000003	STAGED DATA001	67000.00	TAX	07/08/2011	03/31/2011	117
6	0000000003	TESTSIR1707A	50000.00	TAX	07/08/2011	06/07/2011	49

Topic 2: Queries

Receivables Queries (Continued)

- **RAR13 Adjustment Pending Approval:** This query alerts approvers of receivable adjustments (debit/credit memos, write-offs, discharges, and refunds) that have been submitted for processing.

V_AR_PEND_WS_ADJ - Adjustment WS Pending Approval

Business Unit (% For All): 50100

Work Sheet Amount >=: 0.00

Work Sheet Amount <=: 0.00

View Results

Download results in : Excel SpreadSheet   CSV Text File   XML File   (8 kb)

View All   First ◄ 1-23 of 23 ► Last

	Business Unit	Worksheet	User	Unit	Posting Status	Control Amount	Entered Amount	Entry Type	Entry Reason	Item Balance	Action	Count	Count	Cust_id	Entry Type	Reason
1	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			-200.000	A	1	1	Y	MATCH	
2	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			-130.000	A	1	1	Y	MATCH	
3	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			150.730	A	1	1	Y	MATCH	
4	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			166.000	A	1	1	Y	MATCH	
5	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			200.000	A	1	1	Y	MATCH	
6	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			340.000	A	1	1	Y	MATCH	
7	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000	MATCH		510.000	A	1	1	Y	MATCH	
8	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			2400.000	A	1	1	Y	MATCH	
9	50100	138	V_AR_SPECIALIST	50100	N	-510.000	-510.000			2833.340	A	1	1	Y	MATCH	
10	50100	139	V_SUPER_AR	50100	N	-166.000	-166.000			150.730	A	1	1	Y	MATCH	
11	50100	139	V_SUPER_AR	50100	N	-166.000	-166.000	MATCH		166.000	A	1	1	Y	MATCH	
12	50100	139	V_SUPER_AR	50100	N	-166.000	-166.000			200.000	A	1	1	Y	MATCH	
13	50100	139	V_SUPER_AR	50100	N	-166.000	-166.000			2400.000	A	1	1	Y	MATCH	
14	50100	141	V_SUPER_AR	50100	N	-200.000	-200.000			150.730	A	1	1	Y	MATCH	
15	50100	141	V_SUPER_AR	50100	N	-200.000	-200.000			166.000	A	1	1	Y	MATCH	
16	50100	141	V_SUPER_AR	50100	N	-200.000	-200.000	MATCH		200.000	A	1	1	Y	MATCH	
17	50100	141	V_SUPER_AR	50100	N	-200.000	-200.000			2400.000	A	1	1	Y	MATCH	
18	50100	154	V_SUPER_AR	50100	N	-200.000	-200.000			-500.000	A	2	2	Y	MATCH	
19	50100	154	V_SUPER_AR	50100	N	-200.000	-200.000	MATCH		100.000	A	2	2	Y	MATCH	
20	50100	154	V_SUPER_AR	50100	N	-200.000	-200.000			100.000	A	2	2	Y	MATCH	

Topic 3: Online Inquiries

Receivables Online Inquiries

•**AR34003 AR Customer Item Inquiry:** This online inquiry lists detailed item information by customer, including entry type, balance, reference, dispute, terms, and discount date.

Topic 3: Online Inquiries

Favorites | Main Menu > Accounts Receivable > Customer Accounts > Item Information > Item List

Item List

| SetID: | 50100 | Unit: | 50100 | Customer: | 0000000004 | | State Customer | *Level: | No Relationship ▼ |

*Status: Open ▼   Search   Advanced Search

Add Conversation   Account Overview   Display Currency

Row Selection   **Item Action**

Range: [____] GO | Select All | Deselect All   Select Action... ▼ GO

Item List   Customize | Find | View All | | ↗ ⊞ of 16 ◁ ▶

Detail 1 | Detail 2 | Detail 3 | Detail 4 | Detail 5 | Detail 6 | ▥

Seq Nbr	Select	Item	Line	Activities	Unit	Customer ID	Status	Terms	Entry Type	Entry Reason	Due	Days Late	Item Balance	Cur
1	☐	01AR0301C		1	50100	0000000004	Open	NET30	IN	CAL01	03/27/2011	107	2,000.75	USD
2	☐	AUDT000001		1	50100	0000000004	Open	NET30	IN	MGS30	03/31/2011	103	3,000.00	USD
3	☐	CASH2		1	50100	0000000004	Open	NET30	IN	CAL04	02/27/2011	135	800.00	USD
4	☐	COAL-000002		1	50100	0000000004	Open	NET30	DR	MGS30	02/23/2011	139	1,659,311.99	USD
5	☐	MGSE-000012		1	50100	0000000004	Open	NET30	DR	MGS30	02/05/2011	157	750.00	USD
6	☐	MGSE-000013		1	50100	0000000004	Open	NET30	DR	MGS30	02/05/2011	157	15,200.00	USD
7	☐	PRDM-000004		1	50100	0000000004	Open	NET30	DR	MGS30	02/20/2011	142	50,000.00	USD
8	☐	PRDM-000006		1	50100	0000000004	Open	NET30	DR	MGS30	02/23/2011	139	2,000.00	USD

Search Result Totals

Debits:	16	Debit Amount:		3,062,287.74	Currency:	USD
Credits:		Credit Amount:			Currency:	USD
Total:	16	Total Amount:		3,062,287.74	Currency:	USD
Selected:					Currency:	

Lesson 4: Receivable Reports, Queries, and Online Inquiries

Lesson Summary

Lesson Summary

In this lesson, you learned how to:

- Describe the key Receivables reports, queries, and online inquiries.

Lesson 5: Receivable Hands-On Practice

Lesson Simulation

Simulation

You can now run this last UPK simulation on your computer. This simulation will go back to every topic you have explored during this course. You have 20 minutes to run the simulation.

Following this simulation, please refer to your Activity Guide to complete all the required exercises for Receivables Maintenance. You are encouraged to note all your questions and ask them to the instructor after completing all the exercises.

AR324: Maintaining and Updating Receivables

Course Summary

Course Summary

In this course, you learned how to:

- Define basic receivables terms.
- Maintain and update receivables in Cardinal.
- Explain how receivables maintenance fits into the end-to-end process for Cardinal.
- Explain how receivables maintenance integrates with the Accounts Receivable functional area.
- List the roles involved in the receivables creation and maintenance process, and describe tasks that each role performs.
- Describe key reports, queries, and online inquiries.

AR324: Maintaining and Updating Receivables

Course Evaluation

Course Completed

Congratulations! You successfully completed the **AR324: Maintaining and Updating Receivables** course. Please use the evaluation link to assess this course.